UPBX 416

Powerful, Automated

Telecommunications

Command System

for Small Office / Home Office

USER'S MANUAL

Uniden

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PRECAUTIONS

WHEN USING YOUR UPBX

IMPORTANT SAFETY INSTRUCTIONS

To reduce the risk of fire, electric shock, or personal injury, always follow these safety precautions.

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on this unit.
3. Unplug this unit from wall outlets before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this unit near water, for example, near a bathtub, washbowl or kitchen sink.
5. Install this unit securely on a stable surface. Serious damage may result if the unit falls.
6. Do not cover slots and openings of the unit, as these are provided for ventilation and protection against overheating. Never place the unit near radiators, in/or near a place where proper ventilation is not provided.
7. Use only the power source as marked on the unit. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
8. Do not place objects on the power cord. Install the unit where no one can step on the cord.
9. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
10. Never push any objects through slots in this unit as it may result in the risk of fire or electric shock. Never spill liquid on the unit.
11. To reduce the risk of electric shock, do not disassemble this unit, but take it to a qualified service person when service or repair work is required. Opening or removing the cover may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
12. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

    A. When the power supply cord or plug is damaged or flayed.

    B. If liquid has been spilled into the product.

    C. If the product has been exposed to rain or water.

    D. If the product does not operate normally when following the instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation

    E. If the product has been dropped or the cabinet has been damaged.

    F. If the product exhibits a distinct change in performance.

13. During thunderstorms, avoid using telephones except cordless types. There may be a remote risk of electric shock from lightning.
14. Do not use this unit to report a gas leak in the vicinity of the leak.

To prevent fire or shock hazard, do not expose this product to rain or any type of moisture.

CAUTION:

The Unit must be connected to the Telecommunication Network through line cords.

For safety reasons, only connect FP105 or DGA1980 phones to the extensions.

INTRODUCTION

Uniden's UPBX416 is a powerful Automated Telecommunication Command System. It is specifically designed for Small Office/Home Office users who need a cost effective but professional command system that has both the telephone exchange function of PBX (Private Branch exchange) and the capability to use any regular telephones with all the features of a key-phone system.

Smart looking and compact sized Uniden's UPBX416 has all you need to automate your telecommunication system in the office, at home or on the road.

It connects to your PC and up to 16 telephones and four telephone lines. A PC is not required for installation as it is a stand-alone product. This User's Manual makes self installation possible.

Uniden's UPBX416 Series is effective whether you have three or four incoming telephone lines. Default settings are available for most features.

Auto-Attendant will answer your call automatically, routing calls from one location to another both internally and externally, make an intercom call, conference call, call forward to both inside and outside, call restriction, call pick-up anywhere as well as many more features.

The voice mail feature manages your calls in a professional manner. You can have an individual voice mail box with a voice prompt operation or be connected through wherever you are. You will never have to miss any important business or personal calls. Call Notification and Call Forward features will always notify you about the messages left for you and forward the important calls directly to you.

Thanks to the PC interface feature, you can easily set up the menu on your PC using the software provided as well as downloading the firmware code with advanced features to the unit. Caller ID is supported on all lines.

Uniden's UPBX416 is ideal for small or home office use.

FEATURES

- 4 C.O. lines capable of 16 extensions
- Individual Voice Mail Box
- DIDS (Direct Inward Dialling System) included – Auto-Attendant Mode
- Easy Installation
- Easy to use
- Cost efficient PBX without Keyphone
- Constant System Monitoring with LED display
- Wall Mounting Available

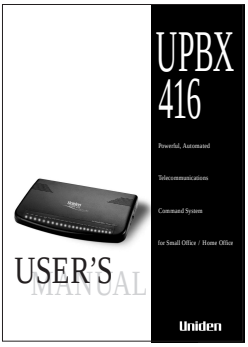
Included in your UPBX416 Package

The following are the components included when you purchase Uniden's UPBX416. Should any of the above items be missing, please contact the sales office where it was purchased.

Main Unit

AC Adaptor

Four Telephone Line Cords



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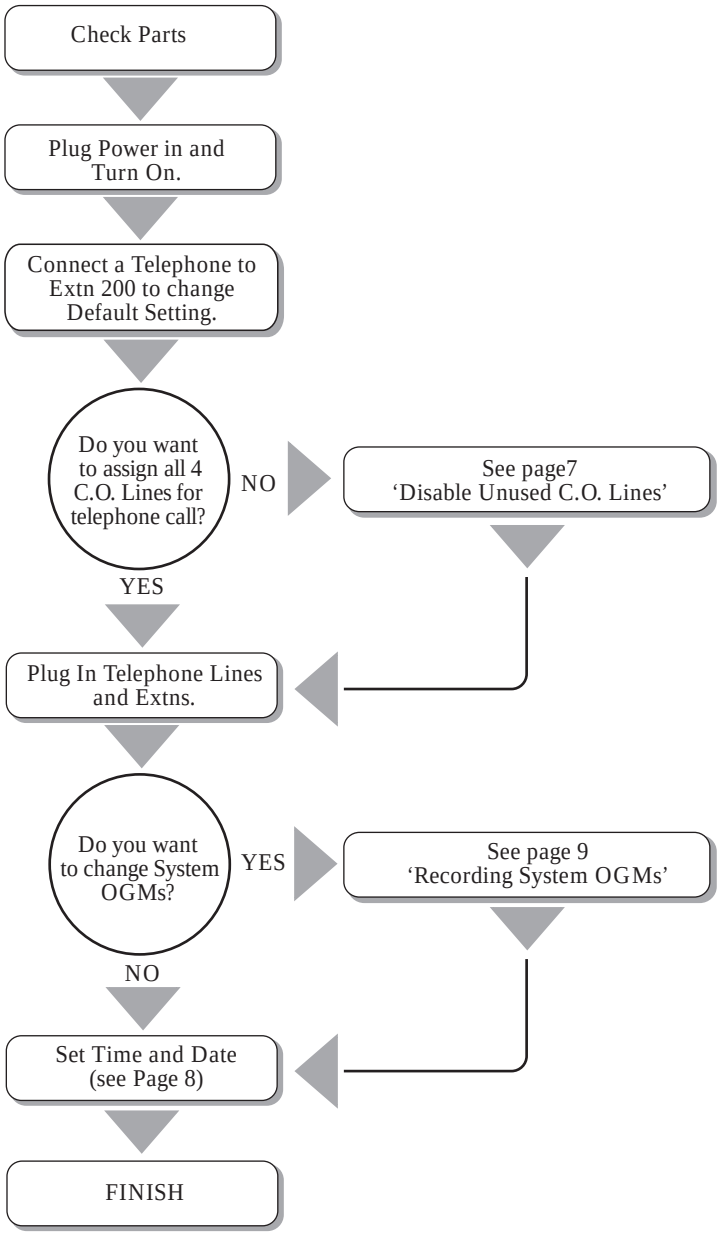
Standard extras include:

- Diskette
- 9 Pin Serial Cable
- Consumer support card

INSTALLATION

Steps for Setting Up


Check Parts
Plug Power in and Turn On.
Connect a Telephone to Extn 200 to change Default Setting.
Do you want to assign all 4 C.O. Lines for telephone call?
NO
See page7 'Disable Unused C.O. Lines'
YES
Plug In Telephone Lines and Extns.
Do you want to change System OGMs?
YES
See page 9 'Recording System OGMs'
NO
Set Time and Date (see Page 8)
FINISH

Connecting Power

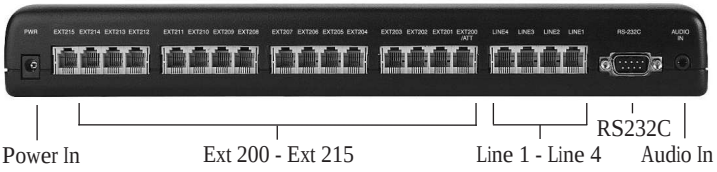
Simply connect the AC Adapter cord into the Power socket on the back of the unit and connect the other end into your standard 240V AC electrical outlet.

Connecting Telephone Lines

Connect telephone line cords into line sockets on the back of the unit and connect the other end of the telephone line cord into the wall jack.

Connecting Telephone Lines to Extensions

Connect telephone line cords into extension sockets on the back of the unit and connect the other end of the telephone line cord into extension telephones, PC or answering machine.



SYSTEM PROGRAMMING

To set the features with [S], put the mode switch in the set-up mode at the right. After setting all the features, put the mode switch on the [N]: Business-Hour Mode or [O/H]: Off-Hour Mode.

Assigning C.O. Lines

By assigning C.O. Lines you can maximise the usage of the UPBX416.
There are several options depending on how many incoming lines you have and how you want to use the system.

1. What is the Central Office (C.O.)?
   All phone calls are routed through the telephone company's central office. Technically speaking, central office is the switching equipment that provides the local-exchange telephone service for a given geographical area. Central office line is the telephone line that is connected to the telephone company's central office.

2. C.O. Lines C.O.1~C.O.4 are the incoming telephone lines that are connected to Line 1~Line 4 on the back of the unit for the telephone call.

4 C.O. Lines used for telephone calls. (default setting)

All C.O. Lines are initially assigned for telephone calls.

Operation: [S] ⇨ [*][*] ⇨ [1][0] ⇨ [0] ⇨ [N]

1. Set the MODE Switch on the right side of the unit to Set-Up Mode [S]
2. Lift the handset connected to Ext. 200 - the dial tone is heard in the receiver.
3. Press [*][*] ⇨ [1][0] ⇨ [0] you will hear a long dial tone.
4. Replace the handset.
5. Set the MODE Switch on the right side of the unit to Business-Hour Mode [N]

Disable unused C.O. Line(s)

You can disable unused C.O. lines.

Operation: [S] ⇨ [*][*] ⇨ [1][0] ⇨ ([1]-[4]) ⇨ [*] ⇨ [N]

1. Set the MODE Switch on the right side of the unit to Set-Up Mode [S]
2. Lift the handset connected to Ext. 200 - the dial tone is heard in the receiver.
3. Press [*][*] ⇨ [1][0] ⇨ ([1]-[4]) to check the current set condition.

   ([1]-[4]) means C.O. Line 1 ~ C.O Line 4)

   - If the C.O. line pressed is working, you will hear a long dial tone.
   - If the C.O. line pressed is not working, when disabled you will hear two short dial tones.
4. Press [*] to set the unused line. (Or press [#] to use the unused line again.)
5. Replace the handset.
6. Set the MODE Switch on the right side of the unit to Business-Hour Mode [N]

Setting Time and Date

Set the current time and date to get the correct voice mail services.

To set time and date:

Operation: [S] ⇨ [5][0] ⇨ ([0][1]-[1][2]) ⇨ ([0][1]-[3][1]) ⇨ ([0][0]-[9][9]) ⇨ ([1]-[7]) ⇨ [1] or [2] ⇨ ([0][1]-[1][2]) ⇨ ([0][0]-[5][9]) ⇨ [N]

1. Set the MODE Switch on the right side of the unit to Set-Up Mode [S]
2. Lift the handset connected to Ext. 200 - the dial tone is heard in the receiver.
3. Press [5][0] to enter the "Setting time and Date" mode.
4. Press ([0][1]-[1][2]) to set the month.
5. Press ([0][1]-[3][1]) to set the day.
6. Press ([0][0]-[9][9]) to set the year.
   (e.g.:[0][0] for 2000,[0][1] for 2001, [9][9] for 2099)
7. Press ([1]-[7]) to select the current day.
   ([1]-[7]) means Monday through Sunday. (i.e : Monday [1], Tuesday [2], Wednesday [3], Thursday [4], Friday [5], Saturday [6], Sunday [7])
8. Press [1] or [2] ([1] means A.M. [2] means P.M.)
9. Press ([0][1]-[1][2]) to set the current hour.
10. Press ([0][0]-[5][9]) to set the current minute. - you will hear a long dial tone.
12. Replace the handset.
13. Set the MODE Switch on the right side of the unit to Business-Hour Mode [N]

To Check Time and Week

Operation: [5][9] ⇨ [*] ⇨ (Listening)

1. Lift the handset - the dial tone is heard in the receiver.
2. Press [5][9] ⇨ [*] to check the time and week.
3. Listen to the message.
4. Replace the handset.

RTC is confirmable at all the extension lines.

OGM - Out Going Message

1. All OGMs can be played in the Auto-Attendant Mode (Default Setting).
2. Attendant Mode is used when all incoming calls need to be received by the person at station 200 without any system OGMs.
3. See page 27 "Attendant Selection" to set the Attendant Mode to receive all incoming calls at station 200.

Recording System OGMs (Auto Attendant)

The next step in installation is to record seven outgoing messages (OGMs) which contain your personal or company's greeting messages and information about the station numbers, exchange service messages. Default messages are already recorded in the unit. Record these again if you want to change the messages.

System OGMs are changed automatically in voice prompt, according to the extension line expanding or contracting.

System OGMs

OGM 1 (Greeting message and information about the station numbers)
OGM 1 contains your personal or company's greeting messages and information about the station numbers for the Business Hour Mode, when you are in the office or home.
Default OGM 1: *"Please press the extension number between 200 and 215. Press nine to speak to the operator. Thank you."*

OGM 2 (When the Line is Busy)
OGM2 is used when the called station is busy.
Default OGM 2: *"The line is busy. Please dial another extension or press nine to speak to the operator or press seven to leave a message."*

OGM 3 (When there is No Answer)
OGM3 is used when the called station is unable to answer the incoming call.
Default OGM 3: *"No answer. Please dial another extension or press nine to speak to the operator or press seven to leave a message."*

OGM 4 (When Connecting to the Line)
OGM4 is used when the incoming call is connecting to the called station.
Default OGM 4: *"Please hold. Your call is being transferred. It may take a few seconds."*

OGM 5 (When the Wrong Number is pressed)
OGM5 is used when wrong number is pressed.
Default OGM 5: *"The number is not valid. Please try again."*

OGM 6 (When System is in the Off-Hour Mode)
OGM6 contains your personal or company's greeting messages and information about the station numbers for the Off Hour Mode, when you are not in the office or home.
Default OGM 6: *"This is not our normal business hour. If you want to leave a message. Please press the extension number or press nine. For an urgent call press 216. Thank you."*

OGM 7 (When Connecting to the Operator)
OGM8 is used when the incoming call is connecting to the operator.
Default OGM 8: *"Please hold. I will connect your call to the operator."*

1. All OGMs can be played in the Auto-Attendant Mode (Default Setting).
2. You have a maximum of 10 minutes to record each OGM. (Note 1)
3. All system OGM recordings must be done at the attendant telephone (station 200).
4. When you record your personal OGM3, do not forget to add *"Press 7 to leave a message"*
5. The Pound key is a # key located below the 9 key.

Once you have completed recording all system OGMs, you need to record station OGMs if you want to use the voice mail features of your UPBX. See page 12 'Recording Station OGM'.

Recording System OGMs (Out Going Messages)

You can record new messages to meet your office or home requirements. There are two options for recording the system OGMs. The first uses the Handset of your telephone and the second uses the MOH port, on the back of the UPBX, connected to a CD or Cassette tape player, or a PC.

Using the Handset of your telephone

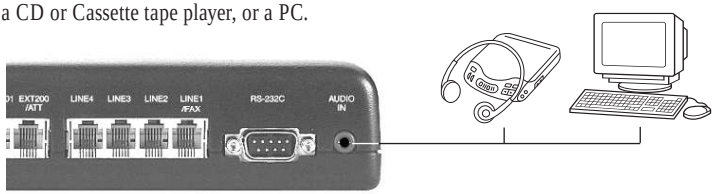
Operation: [S] ⇨ ✱✱ ⇨ 7 1 ⇨ (1 – 7) ⇨ Recording ⇨ [N]

1. Set the MODE Switch on the right side of the unit to Set-Up Mode [S].
2. Lift the handset connected to Ext. 200 - the dial tone is heard in the receiver.
3. Press ✱✱ ⇨ 7 1 to enter the "Recording System OGM" mode.
4. Press (1 – 7) to select OGM number.
   (1 – 7) means OGM number. (i.e : 1 – OGM 1, 5 – OGM 5)
5. Record your new message after listening to the system announcement -

   "Please record your message after the beep and press a pound key or hang up". (i.e."Thank you for calling ABC company. Please dial 201 for Mary, 202 for John and 214 for Michael or press nine any time to speak to the operator.")
6. Press the # key to stop recording OGM, then replace the handset.
7. Set the MODE Switch on the right side of the unit to Business-Hour Mode [N]

Using the MOH port.

You can record new system OGMs using the MOH port on the back of your UPBX with a CD or Cassette tape player, or a PC.



Operation: [S] ⇨ ✱✱ ⇨ 7 2 ⇨ (1 – 7) ⇨ Recording ⇨ [N]

1. Connect the audio source (CD or Cassette recorder - or PC) to the UPBX's MOH port using an audio jack.
2. Set the MODE Switch on the right side of the unit to Set-Up Mode [S].
3. Lift the handset connected to Ext. 200 - the dial tone is heard in the receiver.
4. Press ✱✱ ⇨ 7 2 to enter the "Recording System OGM" mode.
5. Press (1 – 7) to select OGM number.
   (1 – 7) means OGM number. (i.e : 1 – OGM 1, 5 – OGM 5)
6. Play the CD or Cassette Recorder, or the PC after listening to the system announcement, "Please record your message after the beep and press a pound key ✱ or hang up.

7. While recording the OGM, we recommend you set the phone MUTE to keep out any noise.
8. After recording the message, press the pound ✳ key.
9. Set the Mode Switch on the right and side of the unit to Business Hour Mode [N].

Checking System OGMs (Out Going Messages)

You can check your recorded messages a few seconds or more after you have recorded with your general phone.

Operation : [S] ⇨ ✳ ✳ ⇨ 7 3 ⇨ (1 – 7) ⇨ Checking ⇨ [N]

1. Set the MODE Switch on the right side of the unit to Set-Up Mode [S].
2. Lift the handset connected to Ext. 200 - the dial tone is heard in the receiver.
3. Press ✳ ✳ ⇨ 7 3 to enter the "Checking System OGM" mode.
4. Press 1 to 7 to select the OGM number.

   1 to 7 means OGM number. (i.e : 1 – OGM 1, 5 – OGM 5)
5. Listen to your recorded OGMs.
   (you can select the original station message if you press ✳ when listening to your recorded message. Press # instead of ✳ to select your recorded message again.)
6. Replace the handset.
7. Set the MODE Switch on the right side of the unit to Business-Hour Mode [N].

Setting Number of Rings

You can set the number of times an incoming call will ring before the answerphone takes over. The default number is 7 but you can choose from 5 - 11 rings.

Operation: [S] ⇨ ✳ ✳ ⇨ 6 0 ⇨ (0 5 – 1 1) ⇨ [N]

1. Set the Mode Switch, on the right side of theUPBX to Set-up Mode [S].
2. Lift the handset connected to Ext. 200 - the dial tone is heard in the receiver.
3. Press ✳ ✳ ⇨ 6 0 to enter the feature.
4. Press (0 5 – 1 1) to select ring number. (e.g.: Press 0 9 for 9 ring number.)
5. Replace the handset.
5. Set the MODE Switch on the right side of the unit to Business-Hour Mode [N]

Music-On-Hold

Any time a call is on hold, a caller can enjoy music of your choice (CD player, FM/AM Radio or Internal music). The default setting for this feature is internal music. To change to external music:

Operation: [S] ⇨ ✳ ✳ ⇨ 0 8 ⇨ ✳ ⇨ [N]

1. Plug an extension audio-cable for an external device (CD player or FM/AM Radio) into the audio socket on the back of the unit.

   Turn on the device.
2. Set the MODE Switch on the right side of the unit to Set-Up Mode [S].
3. Lift the handset connected to Ext. 200 - the dial tone is heard in the receiver.
4. Press ✳ ✳ ⇨ 0 8 to enter the feature.
5. Press ✳ to select the external audio input (two short dial tones confirm) or - Press # to select the internal melody (one long dial tone confirms).
6. Replace the handset.
7. Set the MODE Switch on the right side of the unit to Business-Hour Mode [N].

MANAGING OWN VOICE MAIL BOX

Password Registration

You need to register your own password to access your station voice mailbox. Your password is a 5-digit number composed of your station number and 2-digit number of your choice.

Operation: 5 1 ⇨ **Station No. + 2 private digits eg: 20134**

1. Lift the handset - the dial tone is heard in the receiver.
2. Press 5 1 to register a password.
3. Press your station number ; 2 0 0 – 2 1 5
4. Press your private 2-digit number.
5. Replace the handset.

Voice Mail functions only work when the DIDs/Voice Mail board is set.

Recording Station OGM

This system can record up to 40 minutes of incoming messages (ICMs) and outgoing messages (OGMs). At each station, ICMs and OGMs can be recorded for up to 10 minutes per message. Default is one minute.

Operation to record: 5 2 ⇨ Password (e.g. 2 0 1 3 4) ⇨ Recording

1. Lift the handset - the dial tone is heard in the receiver.
2. Press 5 2 - now you have entered the code to record an OGM.

3. Press your 5-digit password; (200~215) + 2-digit number you registered; e.g. 20134.
4. Record your own OGM after listening to the message ;

   "Please record your message after the beep. e.g. This is John. I can not pick up the phone right now. Please leave a message and I will return your call as soon as possible. Thank you."
5. Press Pound (#) key to stop recording OGM, then replace the handset.

Checking Station OGM

This function checks the individual voicemail box.

Operation: 5 3 ⇨ Password (e.g. 2 0 1 3 4) ⇨ Listening

1. Lift the handset - the dial tone is heard in the receiver.
2. Press 5 3 to check the OGM.
3. Press your 5-digit password; (200~215) + 2-digit number you registered; e.g. 20134.
4. Listen to your recorded message. (You can select the original station message if you press * when listening to your recorded message. Press # instead of * to select your recorded message again.)
5. Replace the handset.

Managing ICMs from a Local Telephone

You can check your own station ICMs from a local telephone when you come back to your office. When there are messages in your voice mailbox, you can check through LED (on/off) as well as a different dial tone.

Operation: 5 4 ⇨ Password (e.g. 2 0 1 3 4) ⇨ Listening

1. Press 5 4 to play ICMs.
2. Press your 5-digit password; (200~215) + 2-digit number you registered; e.g. 20134.
3. Voice mailbox operation:

   Press 1 to play the previous ICM (while listening to an ICM)

   Press 2 to repeat the current message (while listening to the current ICM)

   Press 3 to skip the current ICM and to play the next ICM (while listening to the current ICM)

   Press 5 to stop the ICM or to exit from the mailbox

   Press 6 to erase the current message (while listening to the current ICM)

   Press 0 to erase all recorded messages.
   (while listening to the voice prompt which says "please press 0 to erase whole messages.")

In Boss and Secretary Mode (Hot line) the voice mails of the boss station can be managed by the secretary station (See page 36 'Hot line').

ICM = Incoming Messages

It is recommended to revert your extension voice mail configuration back to the original once you are back in the office.

Managing ICMs From a Remote Telephone (Remote Control)

You can check your station voice mail even when you are out of the office.

Operation: [*] ⇨ [Extension No.] (e.g. [2][0][1]) ⇨
[Password] (e.g. [2][0][1][3][4]) ⇨ [Listening]

1. Call your telephone number.
2. Press [*] when you hear the station or system OGM (1, 6).
3. Press your extension number and password when you hear the message. "*Please press your extension number and password.*"
4. You can then choose an option after listening to the following announcement. *"To play recorded messages, press '2'. To play your extension OGM, press '3'. To record a new OGM, press '4'. To enter a call-forward number, press '6'. To enter a call-forward number fore an Urgent call 216, press '8'. To enter a voice mail notification number, press '9'. To disconnect press '5'".*

   (1) Press [2] to play ICM
   When you press [2], you can select the following functions.

   Press [1] to play previous ICM (while listening to an ICM)

   Press [2] to repeat the current message (while listening to the current ICM)

   Press [3] to skip the current ICM and to play the next ICM (while listening the the current ICM)

   Press [5] to stop ICM or to exit from mailbox

   Press [6] to erase the current message (while listening current ICM)

   Press [0] to erase messages. (while listening to the voice prompt "*please press zero to erase all recorded messages.*")

   (2) Press [3] to play OGM.

   (3) Press [4] to change OGM

   (4) Press [5] to exit the remote control mode.

   (5) Press [6] to change or register a remote telephone No. for Call Forward Outside at remote site. Press Telephone No. and [#].

   (6) Press [8] to change or register a remote telephone no. for Call Forward Outside in the Off Hour Mode at remote site. (This function is allowed when you access the attendant station)

   Press Telephone No. and [#].

   (7) Press [9] to change or register a remote telephone no. for Call Notification at remote site.

   Press Telephone No. and [#].

WHEN LEAVING YOUR DESK

Voice Mail functions only work when the DIDs/Voice Mail board is set and in Auto-Attendant Mode.

You can set up several services from the UPBX416 which can be accessed when you are out of the office. This feature is used in the Auto-Attendant Mode.

Receiving messages

Messages can be left in your voice mail box if you set your station in the unattended mode. You can check your voice mail box in the office or out of office without a call notification. (For more information, see p.12 'Managing Own Voice Mail Box')

Operation: To SET before you leave your office

[5] [5] ⇨ [#]

1. Lift the handset - the dial tone is heard in the receiver.
2. Press [5] [5] - to enable this feature.
3. Press [#] - to exit this feature (a long dial tone confirms).
4. Replace the handset

To CANCEL when you return to your office

[5] [5] ⇨ [*]

1. Lift the handset - the dial tone is heard in the receiver.
2. Press [5] [5] - to enable this feature.
3. Press [*] - to exit this feature (two short dial tones confirm).
4. Replace the handset

Call Notification(Call Paging)

If you set your station in the unattended mode you will be notified if somebody leaves a message in your voice mail box. While other people in the office can directly receive incoming calls, you can remote control your incoming calls from outside the office.

Operation: To SET this feature

[5] [8] ⇨ [#]

1. Lift the handset - the dial tone is heard in the receiver.
2. Press [5] [8] - to enable this feature.
3. Press [#] - to exit this feature.
4. Replace the handset

To REGISTER an outside telephone number

[5] [6] ⇨ [Telephone No.] ⇨ [#]

1. Press [5] [6] - to get into this feature.
2. Press Telephone number (Max. 25 digits) - to be called.
3. Press [#] - to exit this feature.
4. Replace the handset

1. If you register both a telephone number and a pager number, the telephone number has priority over the pager number.
2. When you are notified, you will hear a voice prompt message saying "You have a new message, Please press '2' to play the message". The voice mailbox operation is the same as 'Managing Voice Mailbox' (see page 12).
3. The Pager will be notified if contact with the telephone has failed after 3 attempts.

To CANCEL an outside telephone number

5 6 ⇨ ✳

1. Press 5 6 - to get into this feature.
2. Press ✳ - to cancel the telephone number registered.
3. Replace the handset

To REGISTER a pager number

5 7 ⇨ **PAGE No.** ⇨ #

1. Press 5 7 - to get into this feature.
2. Press Pager number (Max. 25 digits) you wish to call.
3. Press # - to exit this feature.
4. Replace the handset

To CANCEL a pager number

5 7 ⇨ ✳

1. Press 5 7 - to get into this feature.
2. Press ✳ - to cancel the registered page number.
3. Replace the handset

To CANCEL this feature

5 8 ⇨ ✳

1. Lift the handset
2. Press 5 8 - to get into this feature.
3. Press ✳ - to exit this feature.
4. Replace the handset.

BASIC TELEPHONY OPERATIONS

When a busy extension becomes available, the system is able to notify your extension. (See page 19 'Extension/C.O. Line Callback')

When a busy C.O. Line becomes available, the system is able to notify your extension. (See page 'Extension/C.O. Line Callback')

If you are not using all 4 C.O. Lines, make sure you have disabled unused C.O. Lines.

MOH - Music on Hold

Intercom Call

Intercom calls at the extension can be made by simply dialling the extension number.

Operation:

1. Lift the handset - the dial tone is heard in the receiver.
2. Press (2 0 0 - 2 1 5) (200~215 means to choose one extension from 200 to 215) you wish to call.
3. Replace the handset to end the call.

Outside Call

There are two methods for placing an outside call.

Method 1: Obtaining an idle line for your outgoing call

Operation: 0 ⇨ Telephone No.

1. Lift the handset - the dial tone is heard in the receiver.
2. Press 0 to obtain a free line for an out-going call.
3. Press the telephone number you wish to call.

Method 2: Making a Direct LINE Selection

Operation: 8 ⇨ (1 - 4) ⇨ Telephone No.

1. Lift the handset - the dial tone is heard in the receiver.
2. Press 8 - dial tone stops.
3. Press (1 - 4) to choose line 1 - 4 (C.O.1 - C.O.4) for an out-going call.
4. Press the telephone number you wish to call.

Call Transfer

You can transfer an outside call or an intercom call to a third party.

Operation: Flash ⇨ (2 0 0 - 2 1 5) or 0

1. Press a flash after receiving or placing a call.
   - The dial tone is heard in the receiver.
   - The other party is placed on MOH.
2. Press the number of the third station.
3. If the third party responds, the call is transferred.
4. Replace the handset.
   - The held line is released from MOH and connected to the third party extension.
   - If you replace the handset before the third extension answers, the call on hold is transferred to the station.

Call Pick-Up

This feature allows the user to answer an incoming or intercom call at any extension.

This feature is available at DTMF(Tone) extension.

Operation: [#]

1. Lift the handset. - the dial tone is heard in the receiver.
2. Press [#] - the call is automatically transferred to the extension picking up the call.

Leaving a message after a call pick-up

After someone picks up the telephone, the call can be connected to your mailbox directly so the caller can leave a message.

Operation : (Flash) ⇨ [7][7] ⇨ ([2][0][0]-[2][1][5]) ⇨ (Recording)

1. The person who answers the phone makes a 'flash" once after receiving an outside call.
2. Press [7][7] - to transfer the call to a extension's mailbox.
3. Press extension number ; ([2][0][0]-[2][1][5])
4. The call is connected to the extension's mailbox.
5. The caller can leave a message after listening to the extension's OGM.

Leaving a message by extension

This feature is to leave messages by extension.

Operation: [7][7] ⇨ ([2][0][0]-[2][1][5])

1. Lift the handset – the dial tone is heard in the receiver.
2. Press [7][7]
3. Press the extension number ([2][0][0]-[2][1][5]) connected to the station's mailbox.
4. The caller can leave a message after listening to the station's OGM.
5. Replace the handset.

1. When the station OGM has not recorded, the following message will be played ; " I am not able to take your call right now. Please record your message after the beep and hang up or press the [#] key.
2. The [#] key is the key located below the '9' key .

Conference Call / 3-Way Calling

The following combinations of stations and C.O. line can be used for a conference call.

- 3 stations (intercom conference)
- 1 C.O line and 2 stations (incoming call conference)

Operation: Flash or Hook ⇨ Third Station Dialling ⇨ Flash or Hook

1. Press Flash or Hook once after receiving an outside call or after making an intercom call:
   - the dial tone is heard in the receiver.
   - the first party is placed on MOH (Music On Hold).
2. Press the number of the third station.
3. If the call is answered, an intercom conversation is established.
4. Press Flash while you are on a one-to-one intercom call with the third party.
5. If you replace the handset, the remaining two parties can still talk.

Extension / C.O. Line Callback

When a busy extension or a C.O. line becomes available, the system notifies your extension.

Operation: 6 3 ⇨ (2 0 0 - 2 1 5) or (8 1 - 8 4) or 0

1. Lift the handset.
2. Press 6 3 - to get into this feature.
3. Press extension number (2 0 0 - 2 1 5) to get called back from an extension number -
   or - Press Line No. 81 ~ 84 to get called back from a designated C.O. line.
   or - Press 0 to get called back from any C.O. lines
4. Replace the handset.

To CANCEL this feature: 6 3 ⇨ ✳

1. Lift the handset.
2. Press 6 3 - to get into this feature.
3. Press ✳ - to exit this feature.
4. Replace the handset.

When you get a callback from a C.O. line, you don't need to press 0 for an Out-Going Call.

Last Number Redial

The telephone number you just called is stored in the system memory, and can be redialled.

Operation: [6] [5]

1. Lift the handset - the dial tone is heard in the receiver.
2. Press [6] [5] - to get into this feature.
3. The last number is redialled.

Call Hold

This feature allows you to put your first call on hold and receive new incoming outside calls

Operation: (Flash) ⇨ [#]

1. Answer the first call.
2. If there is a new incoming call, press (Flash) or (Hook) . The first caller will be placed on MOH.
3. Press [#] to pick up the incoming call.
4. At the completion of the second call, simply hang up by replacing the handset. If the second call needs to be transferred to another extension, follow the step described in Call Transfer (page 17).
5. 1 or 2 seconds later, a ring will be heard from the 'on hold' caller. Lift the handset to connect.

if your first call is an INTERCOM the Call Hold function will not operate. to answer the second call, hang up the intercom and press [#] to pick up the call.

Call Screen

You can monitor or talk with the caller, even when the ICM is recording in the off-hour mode, if you stay at your extension.

Operation:

While recording -

1. Lift the handset at the corresponding station.
2. Press [8] [8] to monitor and/or talk while the ICM is recording.

Operation:

Without recording -

1. Lift the handset at the corresponding station.
2. Press [8] [8] ⇨ [*] to monitor and/or talk with the caller without recording.

CALL FORWARDING

Call Forwarding to Extension Number

When you step out of the office, you can forward an incoming call to a designated extension number.

Operation:

To SET: [6] [2] ⇨ ([2] [0] [0] - [2] [1] [5])

1. Lift the handset - the dial tone is heard in the receiver.
2. Press [6] [2] to get into this feature.
3. Press extension number ([2] [0] [0] - [2] [1] [5]) to enter a station number to be called.
4. Replace the handset.

To CANCEL: [6] [2] ⇨ [*]

1. Lift the handset.
2. Press [6] [2] to get into this feature.
3. Press [*] to exit this feature.
4. Replace the handset.

Call Forwarding Outside

You can automatically forward incoming calls to an outside telephone number from each station (e.g.: your cellular phone or an office phone you are visiting). Calls using this feature can only last for a maximum of 3 minutes. At the end of 3 minutes you will hear a voice prompt; *"Please press the pound key to extend your call"*

If you wish to extend the call for more than 3 minutes, press the [#] key after the voice announcement.

To use this feature you need to subscribe to a 3 way calling service from your local telephone company (New Zealand only).

Operation:

To REGISTER: [6] [6] ⇨ (Telephone No.) ⇨ [#]

1. Lift the handset - the dial tone is heard in the receiver.
2. Press [6] [6] - to get into this feature.
3. Press telephone number - to enter a telephone number to be called. (If you want to leave the extension number, press [*] and extension number after entering the telephone number.)
4. Press [#] to exit this feature.
5. Replace the handset

To SET: [6] [6] ⇨ [#]

1. Lift the handset - the dial tone is heard in the receiver.
2. Press [6] [6] - to get into the feature.
3. Press [#] - to exit this feature.

To CANCEL this feature 6 6 ⇨ *

1. Lift the handset.
2. Press 6 6 to get into this feature.
3. Press * to exit this feature.
4. Replace the handset

MEMORY DIAL

Extension Memory Dial Input/Out

Each extension can store 10 personal memory dials by using the Station Memory Dial

Operation:

To INPUT Extension Memory Dial No.

64 ⇨ (00–09) ⇨ Telephone No. ⇨ #

1. Lift the handset
2. Press 64 to input Memory Dial.
3. Press the two digit Memory Dial No.(00–09) e.g.05
4. Press telephone number; e.g. 1 2 3 4 5 6 7 8 9.
5. Press # to exit this feature.
6. Replace the handset.

To DIAL OUT: 61 ⇨ (00–09)

1. Lift the handset
2. Press 61 - to get into this feature.
3. Press the two digit Memory Dial No.(00–09) e.g.05

To CANCEL: 64 ⇨ (00–09) ⇨ ✳

1. Lift the handset
2. Press 64 - to input Memory Dial.
3. Press the two digit Memory Dial No.(00–09) e.g. 05
4. Press ✳ to exit this feature.
5. Replace the handset.

System Memory Dial Input/Out

This feature allows you fast and convenient dialling of telephone numbers stored in the system. All extensions have access to a common pool of up to 40 numbers. The registration of system memory dial could be done at the attendant number 200.

Operation:

To INPUT System Memory Dial No.

64 ⇨ (10–49) ⇨ Telephone No. ⇨ #

1. Lift the handset connected to Ext.200-the dial tone is heard in the receiver.
2. Press 64 - to input memory dial.
3. Press the two digit Memory Dial No.(10–49) e.g.23
4. Press telephone number; e.g. 1 2 3 4 5 6 7 8 9.
5. Press # - to exit this feature.
6. Replace the handset.

To DIAL OUT: 6 1 ⇨ (1 0 – 4 9)

1. Lift the handset.
2. Press 6 1 - to get into this feature.
3. Press Memory Dial No.(1 0 – 4 9) e.g.2 3

To CANCEL: 6 4 ⇨ (1 0 – 4 9) ⇨ ✳

1. Lift the handset
2. Press 6 4 - to input memory dial.
3. Press Memory Dial No.(1 0 – 4 9) e.g.2 3
4. Press ✳ - to exit this feature.
5. Replace the handset.

OFF HOUR/BUSINESS HOUR SERVICES

Setting the Off-Hour mode

An alternate recorded message can be played during off- hours, weekends, and holidays. OGM 6 is played instead of OGM1. In the Off Hour Mode you can receive messages or get urgent calls forwarded to you by using the Call Notification and Call Forwarding Outside features. Refer to Call Notification and Call Forwarding Outside features.

Method 1 (by Mode Switch)

Operation :

To set OFF HOUR mode

1. Set the MODE Switch on the right side of the unit to Off-Hour Mode (OH).

   The MODE LED will flash.

To CANCEL

1. Set the MODE Switch on the right side of the unit to Business-Hour Mode (N).

   The MODE LED is off.

Method 2 (by using telephone)

Method 2 only applies to Business-Hour Mode (N).

Operation: 7 5 ⇨ #

To SET:

1. Lift the handset connected to Ext. 200 (the dial tone is heard in the receiver).
2. Press 7 5 to enable this feature.
3. Press # to exit this feature (a long dial tone confirms).
4. Replace the handset.

To CANCEL (Business-Hour setting): 7 5 ⇨ ✳

1. Lift the handset connected to extension 200 (the dial tone is heard in the receiver).
2. Press 7 5 ⇨ ✳ you will hear two short dial tones. The feature is disabled.
3. Replace the handset.

1. In the off-hour mode the System OGM 6 will be played when an incoming call occurs.
2. See page 26 'Urgent Call' to register a telephone to be called.
3. When a caller presses the extension number or '9', the voice prompt will play after the rings (default 7 rings).

OGM 6 (in the Off-Hour)

OGM6 contains your personal or company's greeting messages and information about the extension numbers for the Off Hour Mode, when you are not in the office or home.

Default OGM 6 : " It's not a business hour. If you want to leave a message. Please press the extension number or press '9'. For an urgent call press 216. Thank you."

In the Business Hour Mode the Call Forwarding Outside feature will transfer the call directly to wherever you are.

Setting the Business-Hour mode (Default setting)

The recorded message greets callers during business hours and guides them through the system menu. The caller may choose to be routed to any of the 16 available local extensions, or remote extensions. Callers are prompted to make their choices using a touch tone phone. OGM1 is played in this mode.

Operation:

To SET:

Set the MODE Switch (right side of the unit) to Business-Hour Mode [N]

Urgent Call

This is only for urgent calls and the call forward can be done from a virtual extension 216. You need to set this feature at extension 200.

Operation:

To REGISTER:

[S] ⇨ 6 7 ⇨ Telephone No. ⇨ # ⇨ [OH]

1. Set the MODE Switch on the right side of the unit to Set-Up Mode [S]
2. Lift the handset - the dial tone is heard in the receiver.
3. Press 6 7 to enable this feature.
4. Press telephone number to be called (If you want to leave the extension number, press ✳ for PAUSE plus the extension number, after entering the telephone number.)
5. Press # to exit this feature.
6. Replace the handset
7. Set the MODE Switch on the right side of the unit to Off-Hour Mode [OH]

To SET: [S] ⇨ 6 7 ⇨ #

1. Set the MODE Switch on the right side of the unit to Set-Up Mode [S]
2. Lift the handset - the dial tone is heard in the receiver.
3. Press 6 7 to enable this feature.
4. Press # to exit this feature.
5. Replace the handset

To CANCEL: [S] ⇨ 6 7 ⇨ ✳

1. Set the MODE Switch on the right side of the unit to Set-Up Mode [S]
2. Lift the handset - the dial tone is heard in the receiver.
3. Press 6 7 - to enable this feature.
4. Press ✳ - to exit this feature.
5. Replace the handset
6. Set the MODE Switch on the right side of the unit to Off-Hour Mode [OH]

ATTENDANT SELECTION

Voice mail functions only work when the DIDS/Voice mail board is set and in Auto-Attendant Mode.

Selection of Attendant mode gives three ways of connecting incoming calls to extensions.

1. Auto- Attendant Mode: UPBX416 will answer the call from outside and a caller will hear system OGM (1 or 8).
2. Attendant Mode: An operator answers all the incoming calls in this mode at Ext.200.
3. Multi-Attendant Mode: All incoming calls can be connected to the pre-assigned extensions. When one of the extensions answers a call, only this extension establishes a phone conversation. Other extensions will stop ringing.

Auto-Attendant Mode

Operation: [S] ⇨ ✱✱ ⇨ 6 3 ⇨ # ⇨ [N]

1. Set the MODE Switch on the right side of the unit to Set-Up Mode [S].
2. Lift the handset connected to Ext. 200 - the dial tone is heard in the receiver.
3. Press ✱✱ ⇨ 6 3 to enter the “Attendant” mode.
4. Press # to set the Auto-Attendant mode - you will hear one long dial tone
5. Replace the handset.
6. Set the MODE Switch on the right side of the unit to Business-Hour Mode [N]

Attendant Mode

Operation: [S] ⇨ ✱✱ ⇨ 6 3 ⇨ ✱ ⇨ [N]

1. Set the MODE Switch on the right side of the unit to Set-Up Mode [S]
2. Lift the handset connected to Ext. 200 - the dial tone is heard in the receiver.
3. Press ✱✱ ⇨ 6 3 to enter the “Attendant” mode.
4. Press ✱ to set the Attendant mode - you will hear two short dial tone
5. Replace the handset.
6. Set the MODE Switch on the right side of the unit to Business-Hour Mode [N]

When Extension 200 (default attendant) is busy, the call is transferred to Extension 201. If 201 is busy then the call is transferred to 202, and on up to 204. If the Extension 204 is busy an alert tone will be sent to Extension 200 to notify that a caller is waiting on the line.

Sub-Attendant Mode

Sub-Attendant is an extension to which the call is transferred if the attendant or extension that is pressed by the caller is busy (this feature is applicable to Auto-Attendant and Attendant mode only).

To ASSIGN the sub-attendant (Default is (201 - 204)) - Press 6 9 # on the corresponding extension.

To CANCEL the Sub-Attendant - Press 6 9 * on the corresponding extension.

Multi-Attendant Mode

To set the Multi-Attendant Mode from the Auto-Attendant or Attendant mode

Operation: [S] ⇨ * * ⇨ 6 3 ⇨ * ⇨ Hook - On and Off ⇨ 6 8 ⇨ * ⇨ [N]

1. Assign the extensions to the corresponding C.O lines (see page 40 'C.O. Ring Assignment'.
2. Set the MODE Switch on the right side of the unit to Set-Up Mode [S]
3. Lift the handset connected to Ext. 200 - the dial tone is heard in the receiver.
4. Press * * ⇨ 6 3 ⇨ * to enter the "Attendant" mode.
5. Replace the handset and then lift handset.
6. Press 6 8 ⇨ * to release the "Attendant Telephone (Default : station 200)".
7. Replace the handset.
8. Set the MODE Switch on the right side of the unit to Business-Hour Mode [N]

If you wish to change any setting in Multi-Attendant mode, you need to Assign an Attendant.

Assigning Attendant Telephone

To assign any desired extension as an attendant telephone.

Operation:

To ASSIGN the Attendant Telephone (Default Ext. 200)

1. Set Mode switch to Set-Up Mode [S]
2. Press 6 8 ⇨ # on the corresponding extension (long tone confirms).

To CANCEL the Attendant Telephone:

1. Press 6 8 ⇨ * on the corresponding extension (two short tones confirm).

DIAL RESTRICTION

Class Of Service (COS) Code Restriction

This feature allows you to enter or remove the first four digits of restricted telephone numbers using COS codes. You can have three codes, and they need to be registered at each extension to function. The first 4 digits entered will block outgoing calls.

Operation:

To ENTER COS code :

[S] ⇨ [✱][✱] ⇨ [1] ⇨ ([1]-[3]) ⇨ (Telephone No.) ⇨ [#] ⇨ [N]

1. Set the MODE Switch on the right side of the unit to Set-Up Mode [S].
2. Lift the handset connected to Ext. 200 - the dial tone is heard in the receiver.
3. Press [✱][✱] ⇨ [1] to enter the feature.
4. Press ([1]-[3]) to enter the code number. (max. 3 codes)
5. Press (Telephone No.) (max. 4 digits, eg: 1626 or 0118, etc.)
6. Press [#] to set.
7. Replace the handset.
8. Set the MODE Switch on the right side of the unit to Business-Hour Mode [N]

To REMOVE COS code:

[S] ⇨ [✱][✱] ⇨ [1] ⇨ ([1]-[3]) ⇨ [✱] ⇨ [N]

1. Set the MODE Switch on the right side of the unit to Set-Up Mode [S].
2. Lift the handset connected to Ext. 200 - the dial tone is heard in the receiver.
3. Press [✱][✱] ⇨ [1] to enter the feature.
4. Press ([1]-[3]) to enter the code number.
5. Press [✱] to remove.
6. Replace the handset.
7. Set the MODE Switch on the right side of the unit to Business-Hour Mode [N]

Station Class Of Service (COS) Code Restriction

The 3 restriction codes that you entered (see page 29) now need to be registered to each extension.

Operation:

To ENABLE station COS code restriction:

[S] ⇨ [*][*] ⇨ [2] ⇨ ([2][0][0] - [2][1][5]) ⇨ ([1] - [3]) ⇨ [#] ⇨ [N]

1. Set the MODE Switch on the right side of the unit to Set-Up Mode (S).
2. Lift the handset connected to Ext. 200 - the dial tone is heard in the receiver.
3. Press [*][*] ⇨ [2] to enter the feature.
4. Press the station number ([2][0][0] - [2][1][5])
5. Press ([1] - [3]) to enter the code number.
6. Press [#] to set.
7. Replace the handset.
8. Set the MODE Switch on the right side of the unit to Business-Hour Mode [N]

To DISABLE station COS code restriction

[S] ⇨ [*][*] ⇨ [2] ⇨ ([2][0][0] - [2][1][5]) ⇨ ([1] - [3]) ⇨ [*] ⇨ [N]

1. Set the MODE Switch on the right side of the unit to Set-Up Mode (S).
2. Lift the handset connected to Ext. 200 - the dial tone is heard in the receiver.
3. Press [*][*] ⇨ [2] to enter the feature.
4. Press the station number ([2][0][0] - [2][1][5])
5. Press ([1] - [3]) to enter the code number. (max. 3 codes)
6. Press [*] to remove.
7. Replace the handset.
8. Set the MODE Switch on the right side of the unit to Business-Hour Mode [N]

Station Maximum Digit Restriction

This feature designates maximum digits which each extension is allowed to dial out. (up to 99 digits).

Operation:

To RESTRICT station max. digit:

[S] ⇨ [✱][✱] ⇨ [3] ⇨ ([2][0][0]-[2][1][5]) ⇨ ([0][0]-[9][9]) ⇨ [N]

1. Set the MODE Switch on the right side of the unit to Set-Up Mode [S]
2. Lift the handset connected to Ext. 200 - the dial tone is heard in the receiver.
3. Press [✱][✱] ⇨ [3] to enter the feature.
4. Press the station number ([2][0][0]-[2][1][5])
5. Press ([0][0]-[9][9]) to enter the max. digit number. (max. 99 digits)
6. Replace the handset.
7. Set the MODE Switch on the right side of the unit to Business-Hour Mode [N]

To FREE station max. digit restriction:

[S] ⇨ [✱][✱] ⇨ [3] ⇨ ([2][0][0]-[2][1][5]) ⇨ [✱] ⇨ [N]

1. Set the MODE Switch on the right side of the unit to Set-Up Mode [S]
2. Lift the handset connected to Ext. 200 - the dial tone is heard in the receiver.
3. Press [✱][✱] ⇨ [3] to enter the feature.
4. Press the station number (200 to 215).
5. Press [✱] to free
6. Replace the handset.
7. Set the MODE Switch on the right side of the unit to Business-Hour Mode [N]